

January 24, 2010

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CLERK'S OFFICE

South Carolina Public Service Commission  
Synergy Business Park  
101 Executive Center Drive  
Columbia, South Carolina 29210

**Re: UCN, Inc.  
Docket Nos. 1998-375-C and 2005-40-C; Order Nos. 2004-588 and 2005-245.  
Request to Change Name to inContact, Inc. d/b/a UCN**

UCN, Inc. ("UCN" or the "Company"), respectfully submits this letter to notify and request approval from the South Carolina Utilities Commission ("Commission") of the Company's name change to inContact, Inc. d/b/a UCN ("inContact"). A copy of the Amended Articles of Incorporation are attached hereto for your records and reference.

UCN was certified to provide interexchange telecommunications services within South Carolina pursuant to the July 24, 2003 Order No. 2003-472 of the Commission in Docket No. 98-375-C under its former corporate name, BUI, Inc. A name change was granted to UCN on December 1, 2004 in Docket No. 1998-375-C (Order No. 2004-588). UCN was certified to provide competitive local exchange services on May 5, 2005 in Docket No. 2005-40-C (Order No. 2005-245).

The aforementioned name change will not in any way inconvenience or cause harm to the Company's customers, and South Carolina customers will continue to be provided high-quality, affordable telecommunications services by the Company under the name inContact, Inc. d/b/a UCN.

The Company respectfully requests Commission approval of its name change to inContact, Inc. d/b/a UCN.

Should any questions arise regarding this matter, kindly contact the undersigned.

Respectfully submitted,

/s/

Suzanne Rafalko  
Legal Assistant  
(703) 714-1309

HELEIN & MARASHLIAN, LLC

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MCLEAN, VIRGINIA 22102

# Delaware

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## *The First State*

I, HARRIET SMITH WINDSOR, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF AMENDMENT OF "UCN, INC.", CHANGING ITS NAME FROM "UCN, INC." TO "INCONTACT, INC.", FILED IN THIS OFFICE ON THE FOURTEENTH DAY OF OCTOBER, A.D. 2008, AT 9:55 O'CLOCK A.M.

AND I DO HEREBY FURTHER CERTIFY THAT THE EFFECTIVE DATE OF THE AFORESAID CERTIFICATE OF AMENDMENT IS THE FIRST DAY OF JANUARY, A.D. 2009, AT 12:01 O'CLOCK A.M.



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You may verify this certificate online  
at [corp.delaware.gov/authver.shtml](http://corp.delaware.gov/authver.shtml)

*Harriet Smith Windsor*

Harriet Smith Windsor, Secretary of State

AUTHENTICATION: 7009174

DATE: 12-08-08

STATE OF DELAWARE  
CERTIFICATE OF AMENDMENT OF  
CERTIFICATE OF INCORPORATION OF UCN, INC.

UCN, Inc., a corporation organized and existing under and by virtue of the General Corporation Law of the State of Delaware does hereby certify:

**FIRST:** That by unanimous written consent of the Board of Directors of UCN, Inc., dated August 21, 2008 and executed in accordance with Section 141(f) of the General Corporation Law of the State of Delaware, resolutions were duly adopted setting forth a proposed amendment of the Certificate of Incorporation of said corporation, declaring said amendment to be advisable and calling a meeting of the stockholders of said corporation for consideration thereof. The resolution setting forth the proposed amendment is as follows:

**RESOLVED:** that the following proposed amendment (the "Amendment") to the Certificate of Incorporation of the Corporation is hereby adopted and approved:

Article I of the Certificate of Incorporation be amended by deleting all of Article I and inserting the following provision in lieu thereof:

\*\*\*\*\*

ARTICLE I  
NAME

The name of the Corporation is inContact, Inc.

\*\*\*\*\*

**SECOND:** That thereafter, pursuant to resolution of its Board of Directors, a special meeting of the stockholders of said corporation was duly called and held upon notice in accordance with Section 222 of the General Corporation Law of the State of Delaware at which meeting the necessary number of shares as required by statute were voted in favor of the amendment.

**THIRD:** That said amendment was duly adopted in accordance with the provisions of Section 242 of the General Corporation Law of the State of Delaware.

**FOURTH:** That said amendment shall be effective at 12:01 am, Eastern time on January 1, 2009.

**IN WITNESS WHEREOF,** said corporation has caused this certificate to be signed the 13 day of October 2008.

By: \_\_\_\_\_

Paul Jarman, CEO